IS Technical Services Specialist – Security Officer

Employment and Training Division

Printable Job Announcement

Deadline

October 25, 2016

Salary Information

Pay will be determined in accordance with the Wisconsin Compensation Plan. This position is in schedule-range 07-33.

Introduction

The IT Coordination Section is responsible for the maintenance and enhancement of the automated systems that support the division's programs. In addition, the section provides security administration, call center support, and administrative tools such as the Job Center Systems data warehouse. IT staff in the section work closely with all DET Bureaus, other DWD Divisions that have policy and programmatic responsibilities for these programs, and external entities using these systems such as the eleven Workforce Development Boards, statewide Youth Apprenticeship and High School Pupil grantees, Dept. of Corrections, other state agencies, and program sub-contractors or partners engaged in data sharing. The section is responsible for maintaining system and data security and access. It is also responsible for maintaining data sharing agreements and memoranda of understanding that authorize access to the Division's automated systems and resources.

The person in this position functions under the general supervision of the IT Coordination Section Chief. The incumbent participates in planning and facilitating meetings to determine whether system modifications are needed in response to policy changes, user requests and other events, and leads the development, testing and implementation of the resulting modifications. This position provides technical assistance to state staff, partner staff, and local users. The person in this position acts as the lead security analyst for the division. As a lead analyst, this position is responsible for serving a lead role in large development and enhancement projects, and conducts or participates in DET data and system audits. The lead participates in the hiring of other DET security analysts, and oversees the training, mentoring, and assessing of these analysts to assure security team effectiveness, responsiveness, and success. This person develops and presents IT and security-related trainings, forms, manuals, standards and guidelines, best practices, policies and procedures to multiple internal and external user groups. This person further represents DET on inter-divisional security and value stream mapping teams.

The position requires comprehensive knowledge of security-related state statutes, federal law, and best practices; DWD policy, program policy and operations; systems design, user acceptance testing, and systems implementation and follow up. The systems that have been or will be designed, implemented and maintained through the efforts of this position have a significant impact on the day-to-day operations of workforce development programs for job seekers, employers, and partner staff and agencies throughout the state. This position also requires attention to detail, and strong oral and written communication skills to be used in analysis and problem-solving activities to meet business needs within technical and legal constraints.

Full Job Description

Required Knowledge, Skills and Abilities

- Considerable knowledge of systems analysis and agile methodology for the automation of program policy and systems testing techniques.

- Considerable knowledge of theories, principles, and processes of planning and policy analysis as it relates to automated systems.

- Expert level knowledge of the principles of system security, methods of user access, and techniques of providing user system support.

- Working knowledge of computer equipment, telecommunication methods, and approaches to database management.

- Ability to analyze the federal/state laws, regulations, rules, and policies that apply to employment and training programs.

- Working knowledge of automated systems for employment programs, including systems support for employment program case management, employer job openings and services, and program tracking.

- Working knowledge of labor exchange theory and techniques and administrative requirements to implement program policy and serve clients effectively.

- Attention to detail, and critical analysis and problem-solving skill.

- Excellent written and verbal communication skills.

- Expert level knowledge of data privacy and confidentiality to assure system integrity.

- Considerable knowledge of effective training methods for adult learners.

Background Check

Due to the nature of this position, a criminal background check may be conducted prior to making an offer of employment.

How to Apply

Current DWD employees in the same, counterpart of higher pay range of this position should submit a resume and cover letter describing your qualifications as they relate to this position. Submit materials to ACCJobs@dwd.wi.gov no later than 11:59 PM on **10/25/16**.